



**A Report to the
Audit Committee**

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**Follow-Up on the Audit of
Metropolitan Nashville Radio
Communication Division
(Report Issued November 2, 2015)**

November 10, 2016

Metropolitan
Nashville
Office of
Internal Audit

Follow-Up on the Audit of Metropolitan Nashville Radio Communication Division

EXECUTIVE SUMMARY

November 10, 2016



Why We Did This Audit

This is a follow-up audit of the Radio Communication Division Audit Report issued on November 2, 2015. This follow-up audit was included on the Annual Internal Audit Work Plan due to the importance of radio communications to public safety.

What We Recommend

Management of the Radio Communication Division should complete the implementation of the 20 audit recommendations still in-progress.

BACKGROUND

The Office of Internal Audit conducted an audit of Metropolitan Nashville General Services Department Radio Communication Division in 2015. In July 2016, the Radio Communication Division was moved from the General Services Department to Information Technology Services Department.

The objectives of that audit were to determine if:

- Controls are in place to ensure the radio communication system's daily availability of 99.999 percent.
- Metro assets are tracked and safeguarded.
- Radio Shop cost is accurately billed to users and payments tracked.

The audit report included 41 recommendations for improving the Radio Communications Division that were accepted by management of the General Services Department.

OBJECTIVES AND SCOPE

The objective of this follow-up audit is to determine if management's action plans for the prior audit report recommendations are completed.

The audit scope covers the status as of October 1, 2016, for the 41 accepted recommendations included in the November 2, 2015, Audit of Metropolitan Nashville General Services Department Radio Communication Division.

WHAT WE FOUND

Out of the 41 audit report recommendations, 21 recommendations are fully implemented. Implementation of 19 audit recommendations is in-progress and should be completed before July 2017. The last one will be implemented by December 2017. Details of the implementation status and updated due dates can be seen in **Appendix A**.

PRIOR RECOMMENDATIONS AND STATUS

In July 2016, the Radio Communication Division was moved from the General Services Department to Information Technology Services Department. All radio communication specific functions including infrastructure, system maintenance, programming, and issuance moved to the Information Technology Services Department. Services and functions associated with vehicle installation, troubleshooting, and repair of radios and emergency equipment remained in the General Services Department and combined into the Office of Fleet Management.

This transition caused the implementation of recommendations to be delayed. Completion dates estimated for the initial audit were updated to later dates accordingly.

Out of the 41 audit report recommendations, 21 recommendations are fully implemented. Among the 20 recommendations still in-progress, 9 of them are implemented in real time work processes. However, the Information Technology Services Department is reviewing the entire Radio Communication Division operation to ensure its standard operating procedure is relevant and applicable. Those recommendations will be considered completed after the standard operating procedure is updated.

Details of the implementation status and updated due dates can be seen in **Appendix A**.

GOVERNMENT AUDITING STANDARDS COMPLIANCE

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our observations and conclusions based on our audit objectives.

METHODOLOGY

To accomplish our audit objectives, we performed the following steps:

- Interviewed key personnel within the Information Technology Services Department.
- Reviewed and analyzed documentations presented by management as evidence of completion.

AUDIT TEAM

Nan Wen, CPA, In-Charge Auditor

Qian Yuan, CIA, CISA, ACDA, Principal Auditor

Mark Swann, CPA, CIA, CISA, ACDA, Metropolitan Auditor

APPENDIX A – PRIOR RECOMMENDATIONS AND IMPLEMENTATION STATUS

Due to the sensitive information included in this report section, which could detail vulnerabilities, weaknesses, and possible threats to Information Technology Services Department public safety radio services, the distribution for this section is limited to management of Information Technology Services Department. This exemption is granted by Tennessee Code Annotated § 10-7-504 (i) (1) “Information that would allow a person to obtain unauthorized access to confidential information or to government property shall be maintained as confidential.”